

EXECUTIVE ASSISTANT

PURPOSE: Provide support to the Chief Administrative Officer (CAO) by effectively managing his/her schedule and performing a wide variety of responsible, complex and confidential administrative, secretarial, analytical and research duties. Duties performed require considerable confidentiality, initiative, tact, and mature and independent judgment.

The Executive Assistant position requires leadership qualities such as adaptability, flexibility, dependability and accountability. Much of the work is self-appointed, and requires a high degree of professional independence, initiative and self-discipline.

FUNCTIONAL AREAS: Under minimal supervision:

1. Provide CAO with administrative, organizational and scheduling structure and support.
 - * A. Prepare a variety of complex reports, including attending meetings to gather information, conducting internet and other research, writing first drafts, and producing computer graphics.
 - * B. Prepare a variety of documents, requisitions, purchase orders, resolutions and other correspondence.
 - * C. Prepare complex statistical, financial, administrative and budget reports.
 - * D. Review and summarize miscellaneous reports and documents, and prepare background documents as necessary.
 - * E. Initiate and respond to written and verbal correspondence, including composition, editing and distribution.
 - * F. Design and implement office policies and develop recommendations for improving departmental operations and procedures.
 - * G. Create and maintain a system for organizing and storing both electronic and hard-copy information and records, and implement record retention policies and procedures.
 - * H. Follow up on sensitive customer complaints and inquiries.
 - * I. Operate, maintain and train other staff on the use of a variety of modern office equipment and programs, including computers, communication/recording equipment, storage systems and media.
 - J. Perform special projects and other duties as assigned.
2. Act as liaison between CAO and department managers or the public and represent and communicate CAO and issues and directives.
 - * A. Maintain appointment schedules and calendars, provide reminders as appropriate, and coordinate travel arrangements.
 - * B. Coordinate and organize meetings, including notification to prospective attendees, set-up, pre- and post-meeting correspondence, meeting minutes and records, and any required follow up.
 - * C. Receive and screen communications to the CAO including telephone calls, mail and e-mail messages, and provide assistance using independent judgment to determine those requiring priority attention; research and respond to communications as appropriate.

- * D. Perform related tasks as required.
 - * E. Provide information to other city departments, community organizations, committees and the public involving specialized and technical subject matter.
 - * F. Represent the City to the public, businesses and other agencies at the request of the CAO.
 - * G. Follow up on assignments given to management staff and provide status reports to CAO.
3. Participate in preparation for union contract negotiations.
- * A. Assist with research and analysis of the effects of proposed language.
 - * B. Prepare draft proposals for management.
 - * C. Provide clerical support during contract negotiation sessions, and follow-up on items discussed as appropriate.
4. Supervise assigned staff.
- * A. Prioritize, assign and direct work and projects.
 - * B. Coordinate work schedules and approve or reject leave requests.
 - * C. Effectively recommend the hire, transfer, assignment, promotion, reward, discipline, suspension, or discharge of assigned personnel.
 - * D. Establish work standards, provide coaching and feedback, and conduct employee performance evaluations.
 - * E. Provide for ongoing training of employees in emerging methods, trends, and technologies, and proper and safe work methods and procedures.
 - * F. Monitor work sites to ensure compliance with established methods, guidelines, standards and procedures.
 - * G. Effectively recommend adjustments or other actions in employee grievances.
 - * H. Delegate authority and responsibilities to others as needed.
 - * I. Disseminate instructions and information to employees through oral and written communications.

JOB REQUIREMENTS

Education & Experience Requirements

- ◆ A. Administrative Office Specialist, Paralegal, Administrative Legal Assistant degree or equivalent plus five (5) years of progressively responsible secretarial and administrative work experience, including at least two (2) years providing support to senior and/or executive level management.

Knowledge Requirements

- ◆ A. Knowledge of modern methods of office administration.
- ◆ B. Knowledge of business correspondence formatting.
- ◆ C. Knowledge of proper telephone etiquette.
- ◆ D. Knowledge of proper English usage, spelling, grammar and punctuation.
- E. Knowledge of local government structure and functioning.
- F. Knowledge of codes, regulations, and procedures relating to the operation of City government.

Skill Requirements

- ◆ A. Highly proficient computer skills including Word, Excel, PowerPoint and e-mail applications.
- ◆ B. Exemplary customer service skills including the ability to identify needs, provide prompt response, and exercise patience, respect and professionalism in all interactions.
- ◆ C. Skill in independently prioritizing, planning, coordinating, organizing, leading and monitoring multiple organizational projects of a complex nature simultaneously and quickly adapting to changes in time frames.
- ◆ D. Skill in communicating effectively, both orally and in writing.
- ◆ E. Skill in researching and analyzing issues and offering creative solutions.
- ◆ F. Highly effective organizational and time management skills.

Ability Requirements

- ◆ A. Ability to use initiative and independent judgment within established policies and procedural guidelines.
- ◆ B. Ability to exercise tact and discretion in preparing, handling and disclosing information of a confidential, controversial and/or sensitive nature.
- ◆ C. Ability to establish and maintain effective working relationships with all levels of the organization and the public.
- ◆ D. Ability to anticipate supervisor's needs and be prepared with answers/details.
- ◆ E. Ability to manage projects and work through all of the details, keeping supervisor informed.
- ◆ F. Ability to analyze and resolve office administration and procedural problems.
- ◆ G. Ability to read, understand and apply complex legal documents, contracts, etc.
- ◆ H. Ability to interpret and implement policies and procedures.
- ◆ I. Ability to read, interpret and present information efficiently and effectively.
- ◆ J. Ability to perform research and prepare reports and recommendations based on findings.
- ◆ K. Ability to efficiently respond in a calm and effective manner to a variety of demands and projects.

Physical Requirements

- ◆ A. Ability to sit for extended periods.
- ◆ B. Fine dexterity to operate computer, calculator and other office equipment.
- ◆ C. Visual acuity to inspect documents for accuracy.
- ◆ D. Ability to hear and speak to exchange information.
- ◆ E. Ability to occasionally bend, stoop and reach for supplies, files, etc.
- ◆ F. Ability to occasionally lift and carry office items weighing up to 10 pounds.
- ◆ G. Ability to attend work on a regular basis.

* Essential functions of the position

- ◆ Job requirements necessary the first day of employment

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CC: 20100412	Res: 10-0165R	EEOC: Admin Support	EEOF: Admin/Finance	WC: 8810